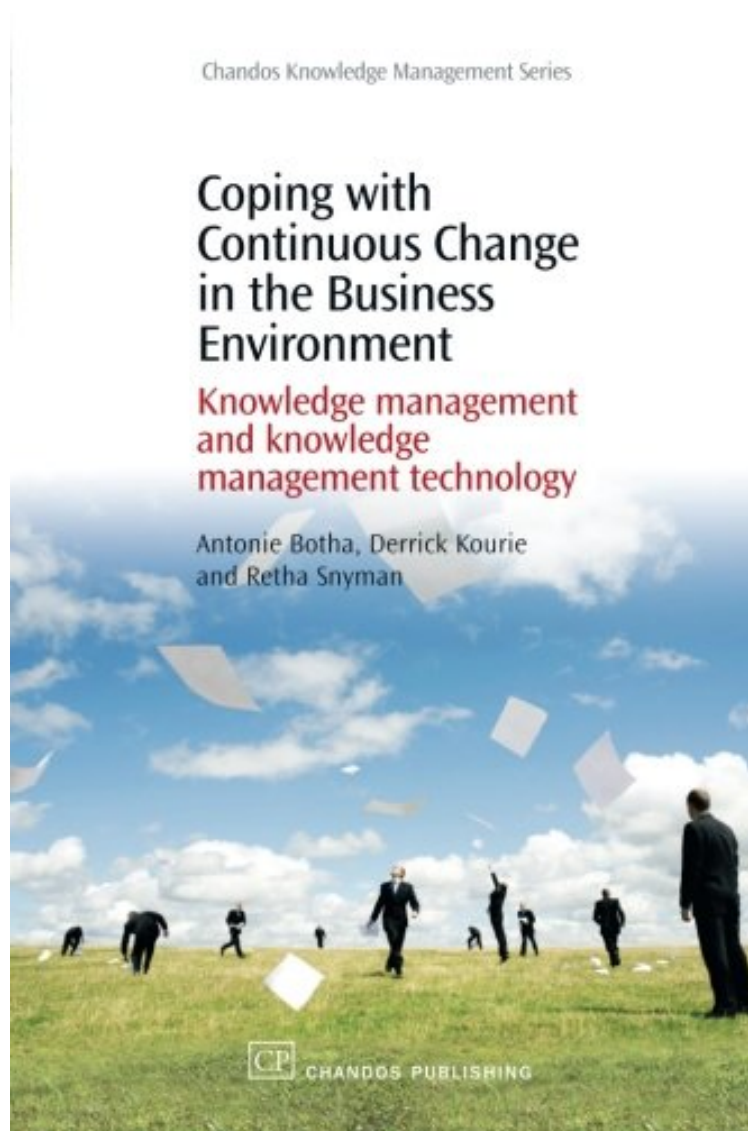


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Coping with Continuous Change in the Business Environment: Knowledge Management and Knowledge Management Technology (Chandos Knowledge Management)

Antonie Botha, Derrick Kourie, Retha Snyman
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with Continuous Change in the Business Environment: Knowledge Management and Knowledge Management Technology (Chandos Knowledge Management):

Aimed at knowledge management professionals and students in the field of knowledge management, information science, information systems and software engineering, the book provides answers to the what-is and why-is questions with regard to knowledge management. It investigates the concepts and elements, the drivers, and challenges involved in knowledge management. In the second part of the book the how and with-what characteristics of knowledge management are covered. Although knowledge management is primarily concerned with non-technical issues, this book concentrates on the technical issues and challenges. A new technology framework for knowledge management is proposed to position and relate the different knowledge management technologies as well as the two key applications of knowledge management, namely knowledge portals and knowledge discovery (including text mining). Best practices for a number of knowledge management issues are discussed. A new technology framework for knowledge management is proposed to position and relate the different knowledge management technologies. Written by internationally acknowledged KM researchers and practitioners.

About the Author: Dr Antonie Botha gained nearly 30 years of experience during his engagement with IBM. He is currently an independent IT Architect and IT Consultant, specialising in enterprise and integration architecting and knowledge management. Prof Dr Derrick Kourie is a professor in the Department of Computer Science at the University of Pretoria, South Africa. Prof Dr Retha Snyman gained many years of experience during her engagements with various information service organisations. She is responsible for postgraduate student supervision in the Department of Information Science, University of Pretoria.